MULTIMEDIA UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

# FINAL EXAMINATION

**TRIMESTER 1, 2019/2020**

## LWD 1037-WORKPLACE DISCOURSE

(All sections)

23 OCTOBER 2019
9.00 a.m.-11.00 a.m.
(2 Hours)

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**INSTRUCTIONS TO STUDENT**

1. This Question Paper consists of **TWO** pages with **2** sections only.
2. Attempt **ALL** questions.
3. Please write all your answers in the **Answer Booklet** provided.

## SECTION A: STRUCTURED QUESTIONS [25 MARKS]

### Question 1

a) What is the basic rule on how people take and manage turns in spoken interactions? (1 mark)

b) Conversation analysis has examined how people take and manage turns in spoken interactions. How do we signal that we have come to the end of a turn? (8 marks)

c) Define and explain the use of each of these terms in conversation.

i) Adjacency pairs (2 marks)
ii) Insertion sequences (2 marks)
iii) Feedback (2 marks)

### Question 2

a) Relational talk can be found at various levels of discourse from extended non- transactional conversations to shorter exchanges or sequences occurring during a talk. List the FOUR types of relational talk at workplace. Provide an example for each type of relational talk. (8 marks)

b) The distinction between supportive and contestive humour is based on the pragmatic orientation of its content. How are these two types of humour different from each other? (2marks)

## SECTION B: ANALYSIS QUESTIONS (25 MARKS)

### Question 1

Consider the following excerpt from a conversation among three hoteliers.

| | |
|---|---|
| 1 | Jude: Hi there. Good to see you both in this ballroom |
| 2 | Siti: Hello Jude. |
| 3 | Jude: Have you heard from Linda lately? She hasn't called for many moons. |
| 4. | Ram: Yeah, she sent me a postcard from Port Louis. |
| 5. | Siti: Port Louis, Mauritius? |
| 6 | Ram: Oh, perhaps it was from Maldives, I can't recall exactly. |
| 7 | Jude: What's she doin' |
| 8 | Siti: No, I think it must've been from Maldives cause she was gonna work there all year. |
| 9 | Jude: What's she doin in Maldives? |
| 10 | Ram: Why do you want to know? |
| 11 | Jude: I don't know, I've just been thinking of her. |
| 12 | Ram: She is on international exchange program working as a pastry chef in a 5 star hotel or something'. |
| 13 | Jude: Lucky her. |
| 14 | Ram: Yeah. Well, I ain't so sure. She said she was exhausted working abroad and wants to return home. |

**Continued...**

a) In the conversation above, how many turns does each participant have? (3 marks)

b) Define the following terms citing an example for each in the conversation above.

i. adjacency pair (2 marks)

ii. turn taking signal (2 marks)

iii. claiming the floor (2 marks)

iv. preferred response (2 marks)

v. disprefered response (2 marks)

vi. repair (2 marks)

**Question 2**

Consider the following abstract of a research article in the area of Workplace Discourse

> Despite the fact that women are increasingly reaching the highest levels of management in business organisations, negative stereotypes persist concerning their ability to handle the discourse of leadership. Drawing on a large database of recorded material collected from women in a variety of New Zealand workplaces by the Victoria University of Wellington Language in the Workplace Project, this paper illustrates the value of both qualitative and quantitative analysis in challenging such stereotypes. The analysis indicates that effective women managers adapt their style with sensitivity and skill to the specific setting. The study refutes misconceptions about the ability of women chairs to handle workplace humour, making them sociolinguistically very proficient communicators in the workplace.
>
> Retrieved 3 April 2019 from https://www.emeraldinsight.com/doi/full/10.1108/09649420310507505.

a) Conduct a genre analysis on the abstract above and identify FIVE main moves in its organization. Provide an example for each move. (10 marks)

**End of Paper**